

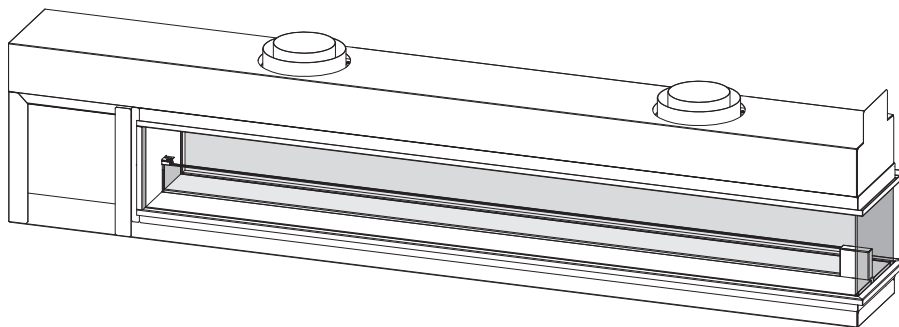
# Flameboyant

By Real Fires

## Gas Fire Installation Guide

### Installation into Timber Framing

## illusion 1800



Retain these instructions until installation is complete

## **IMPORTANT NOTES:**

THIS APPLIANCE MUST BE INSTALLED BY A SUITABLY QUALIFIED PERSON IN ACCORDANCE WITH LOCAL CODES AND AS 5601 / NZS 5261

THIS IS PRIMARILY A DECORATIVE APPLIANCE AND HAS NOT BEEN DESIGNED AS A SPACE HEATER

THIS APPLIANCE HAS BEEN TESTED TO AS 4558-2000

DO NOT OPERATE THIS APPLIANCE WITHOUT READING AND UNDERSTANDING THESE INSTRUCTIONS FIRST

THIS APPLIANCE IS DESIGNED FOR INSTALLATION INTO A TIMBER FRAMED CONSTRUCTION

THIS APPLIANCE MUST INSTALLED USING AN APPROVED TWIN SKINNED B-VENT FLUE SYSTEM

THIS APPLIANCE MUST BE INSTALLED INTO A WELL VENTILATED ROOM IN ACCORDANCE WITH AS 5601/ NZS 5261

THIS APPLIANCE IS DESIGNED FOR INDOOR INSTALLATION ONLY; NOT TO BE INSTALLED OUTDOORS

REAL FIRES IS NOT RESPONSIBLE FOR INCORRECT OR IMPROPER INSTALLATIONS

ALL INSTALLATIONS MUST BE CERTIFIED

BE SURE TO FILL IN INSTALLER DETAILS SECTION OF THE USER GUIDE BEFORE SIGNING OFF THE INSTALLATION

Some drawings in this guide use a smaller version of this fire for pictorial purposes only.

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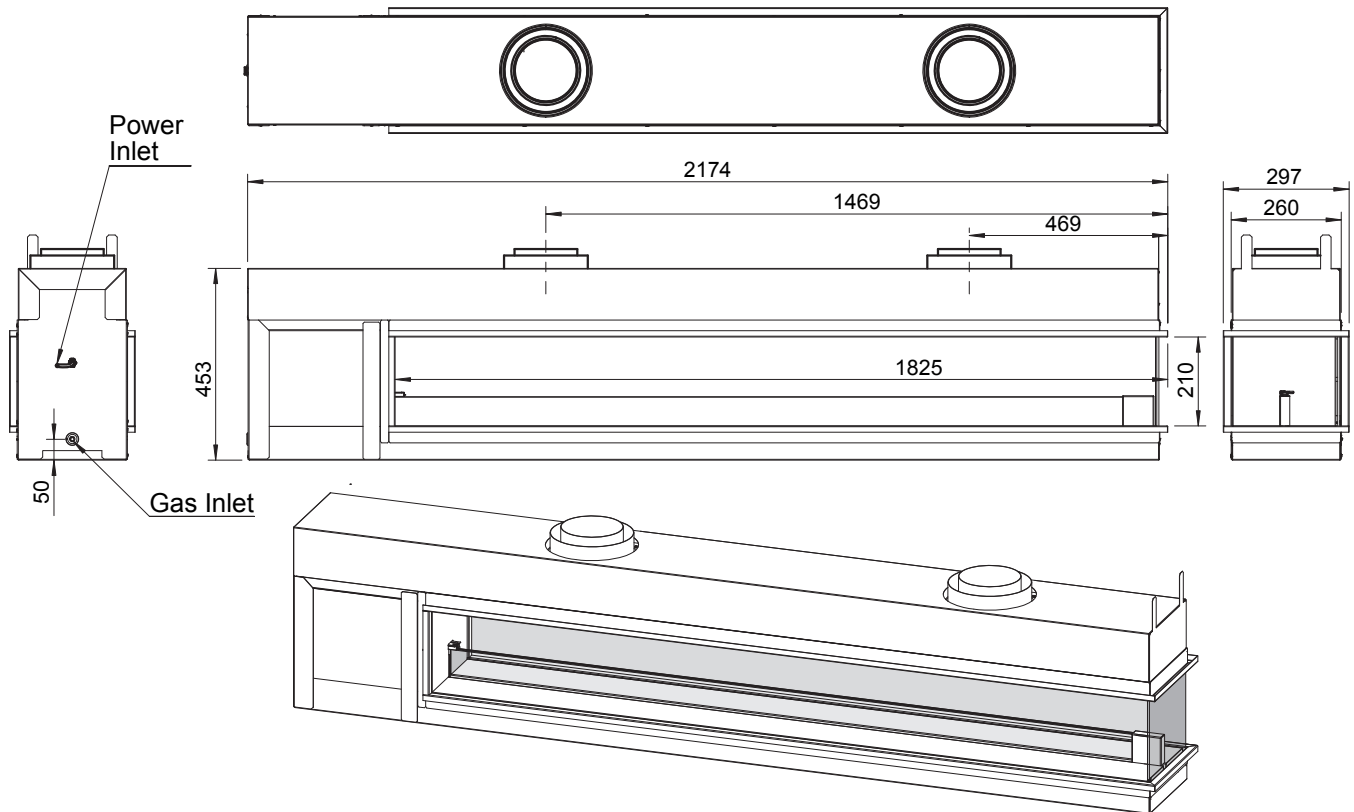
## Specifications:

Make: Flameboyant  
 Model: illusion 1800  
 Gas Types: Natural Gas, ULPG, Propane (Australia only)  
 Description: Indoor Decorative Fire  
 Test standards: NZS 5262:2003, AS 4558-2000 AS/NZS 3100:2002

Approval No: 7736

Dimensions: All dimensions are in mm

Note: Left hand version of fire shown, right hand version available if required



Flue Spigot: Natural draught flue system using 2 Ø150 ~ 200 twin skin flue with optional adaptor to single Ø200 ~250 twin skin flue (inner flue to be stainless steel)  
 Minimum of 2.4 metres of flue, 3.6 metres if off-set bends are used

Flue Cowl: two approved 150 mm or one 200 mm Flue Cowls must be used

Gas Connection: 3/8" BSPF Gas Flare onto gas control

Power: 230/240V a.c. 50hz, 1 Amp

	Natural gas	ULPG/Propane
Inlet Pressure:	1.0 kPa	2.75 kPa
Burner Pressure:	0.8 kPa	1.9 kPa
Gas Rate:	34 MJ/h	34 MJ/h
Main Injector:	Ø 3.0 mm	Ø 1.8 mm
Aeration	None	Ø 10.00 mm
Gas Control:	SIT 840 with SIT 579. 402 DBC	
Ignition:	Electronic	
Flame Monitoring:	Flame rod	
Control:	Isolating switch	

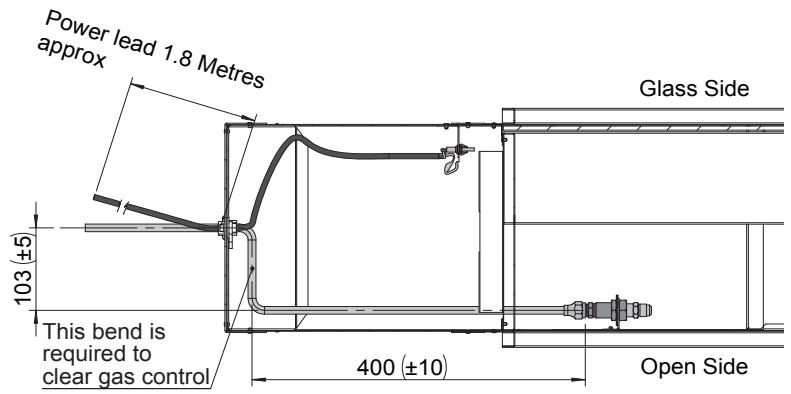
## Notes on Installation:

All notes refer to left hand version of fire and must be reversed if a right hand version is being installed

### Gas Supply

A suitable gas supply needs to be provided to the Left hand rear corner of the installation cavity. The pipe sizing should be calculated to supply at least 40 MJ/h

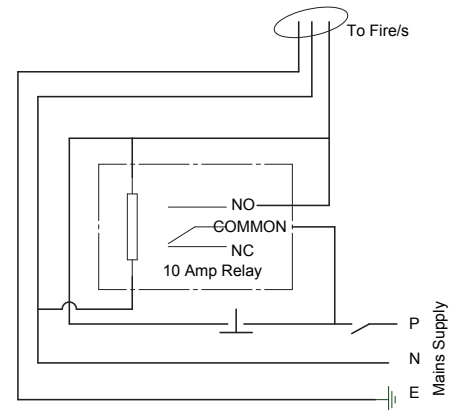
Allow sufficient pipe to make the connection as shown below (Refer to the Commissioning section for details on gas and power connection, page 10)



### Electrical Supply

The Firebox is supplied with a power lead approx. 1.8 m long. This needs to be connected to an isolating wall switch, provided by an electrician, located preferably to the right of the Firebox, facing into the room, not inside the framing cavity. This supply is used to isolate all power for the electronic fires or to control the fan in the manual fires.

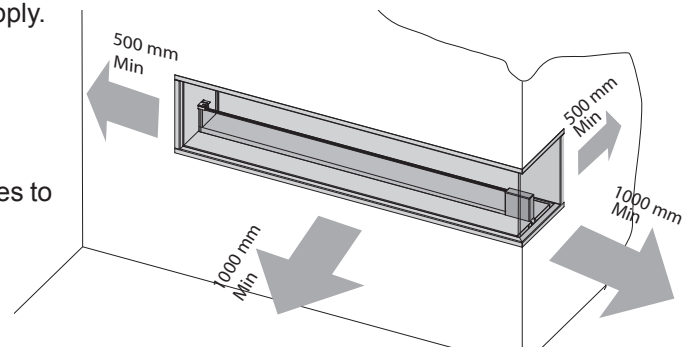
**Note: if the power is disconnected through power cut or other event and reinstated with the isolating switch in the ON position, the fire will start automatically. To prevent this it is recommended that a latched relay is used as shown here.**



The power cord is designed for a 230/240V a.c. 10 amp supply. Electrical connection must comply with AS/NZS 3000.

### Clearances

The fire must be installed with the shown minimum clearances to combustible materials

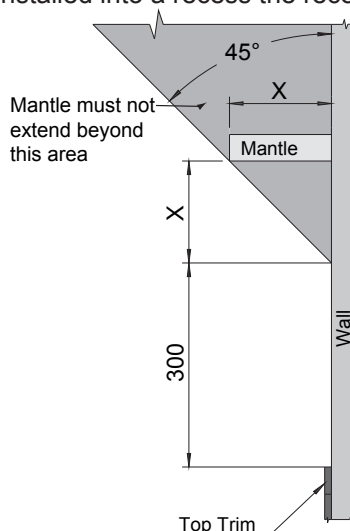


### Hearths

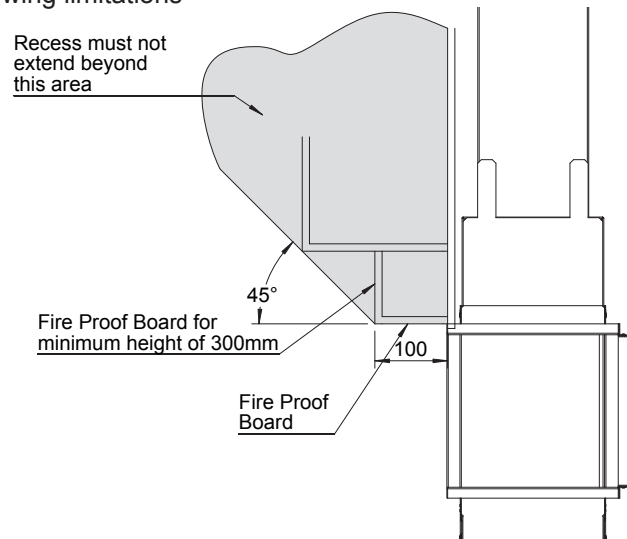
Although a hearth is not required, if the fire is installed within 500 mm of the floor, Real Fires does recommend that protection is given to any combustible flooring directly in front of the fire. The fire produces a large amount of radiant heat and this might cause damage to carpets and furnishings that are too close.

### Mantles and Recesses

A timber mantle may be installed above this appliance but must be within the grey area shown here. If the fire is to be installed into a recess the recess must comply with the following limitations



Note: The same limitations apply to the sides of the fire



## Flue requirements

Only used an approved cowl

The fire is fitted with two Ø150~200 flue spigots and standard flue components should be used. A Y piece collector is available from Real Fires that allows the two flues to be joined into one Ø200~250 to be finished using standard twin skin flue and flue cowl. It is recommended that the 150~200 mm flue is taken vertically as high as practicable before joining using the Y piece.

The minimum total flue height is 2.4 metres, providing the flue is straight without offsets.

Offsets can be used on flues over 3.6 metres in height.

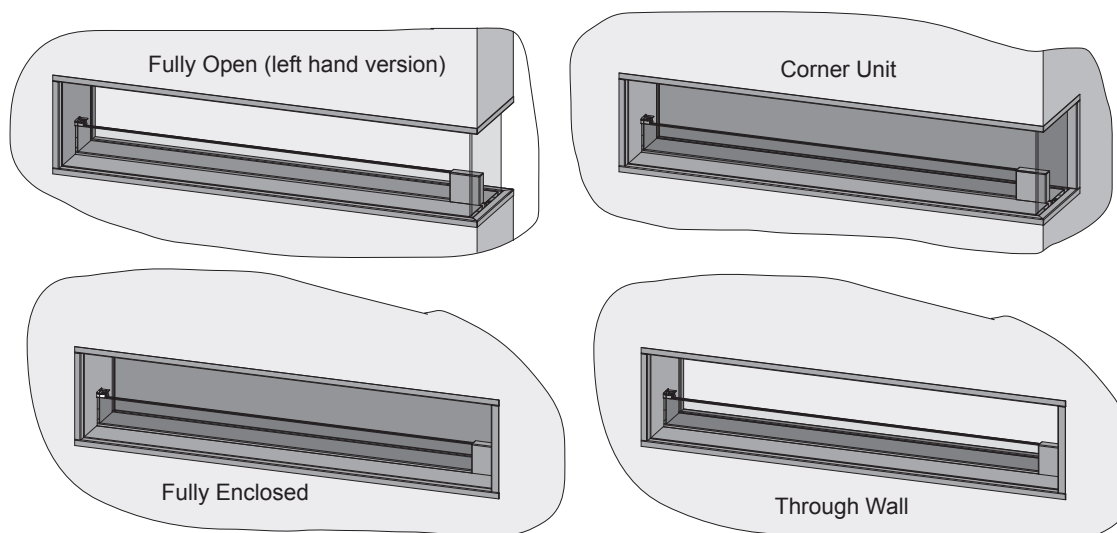
The flue and cowl must be installed in accordance with AS 5601/NZS5261

## Firebox installation:

### Options

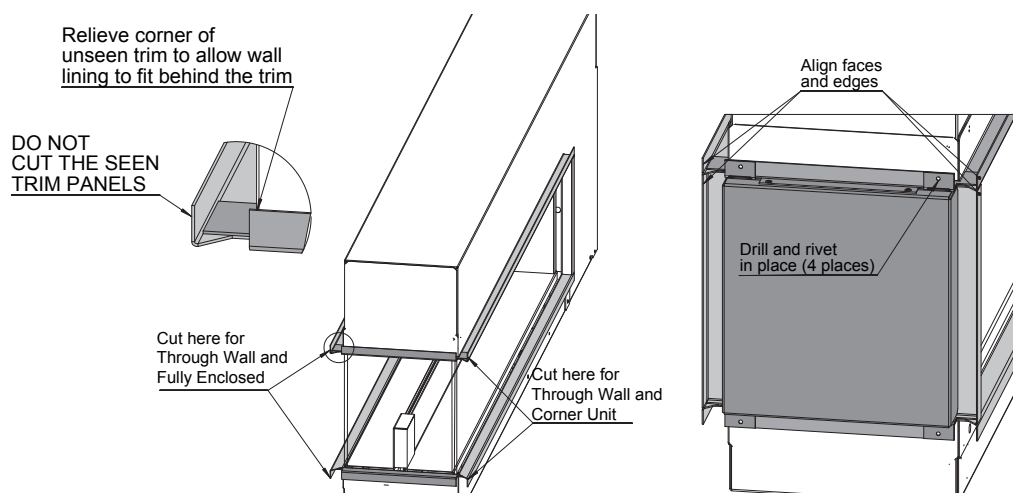
The illusion fire can be installed in 4 different ways. The basic fire is supplied ready for installation as a fully open fire where the fire is open to the front and the glass sides are to the right and back. It is also available as a right hand fire if required.

The installations options are:



### Insulation kit fitting

Insulation kits are available for conversion these options and will require fitting before the installation continues. Unseen trims may need to be cut away to make fitting of the wallboard easier and tidier, the trims to cut will depend on the installation option. **Make sure that you have clearly identified the panels that are to be cut before proceeding. It may be easier to fit the insulation panel prior to making any cuts. Be sure to remove all the protective plastic from any panels that will be covered by the insulation panels.**



## Framing requirements

The following diagrams show the framing requirements for each installation type.

*Notes:*

***The flue and firebox must be installed before the wall can be lined.***

***The framing must be self supporting and not place any load on the firebox.***

***The flue system must also be supported and not placing load on the firebox.***

*The framing shown is indicative only is not intended to illustrate the construction method.*

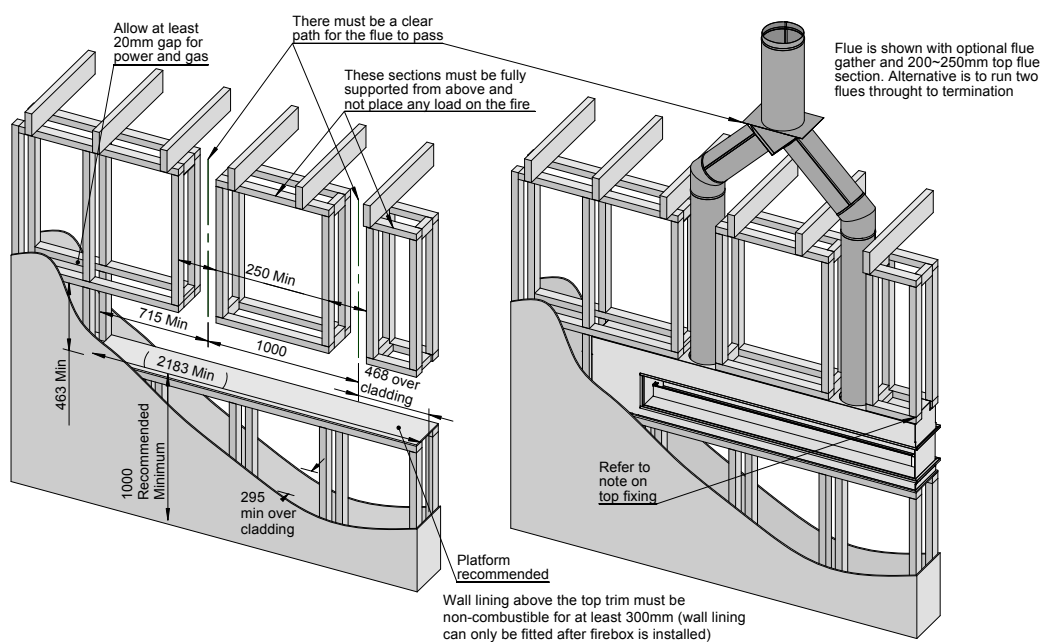
*All installations are shown with 1 length of rectangular flue and the rectangular to round adapter and does not represent a complete installation.*

*It is recommended that the fire is installed on a solid platform but is not a requirement*

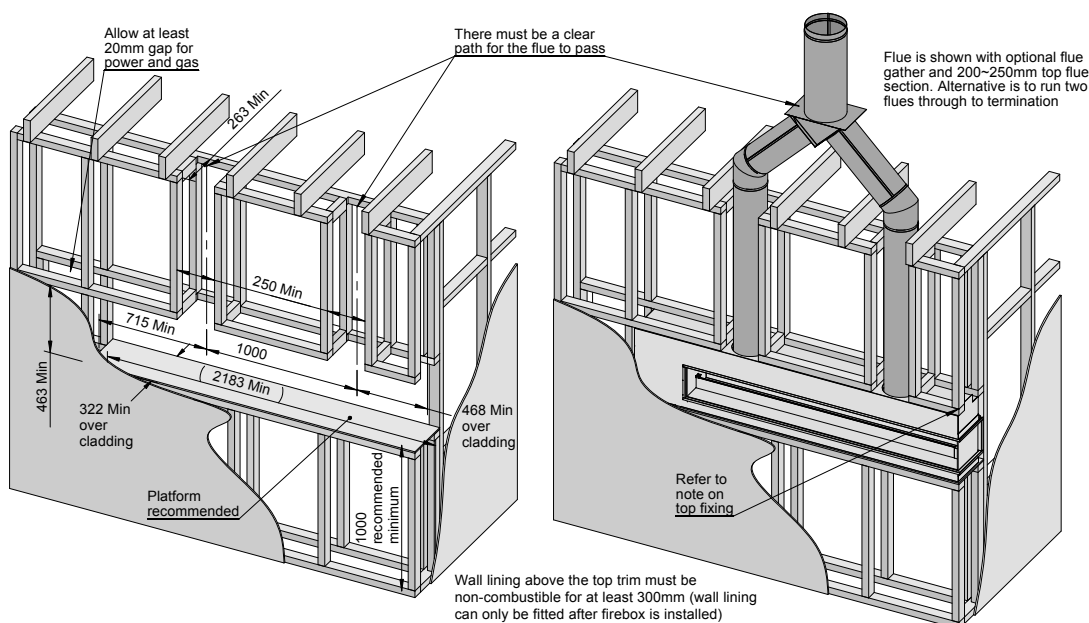
*Gas and power supply must enter through the left hand end of the firebox*

*The Wall lining above the fire must be non combustibile for a minimum off 300 mm above the top trim*

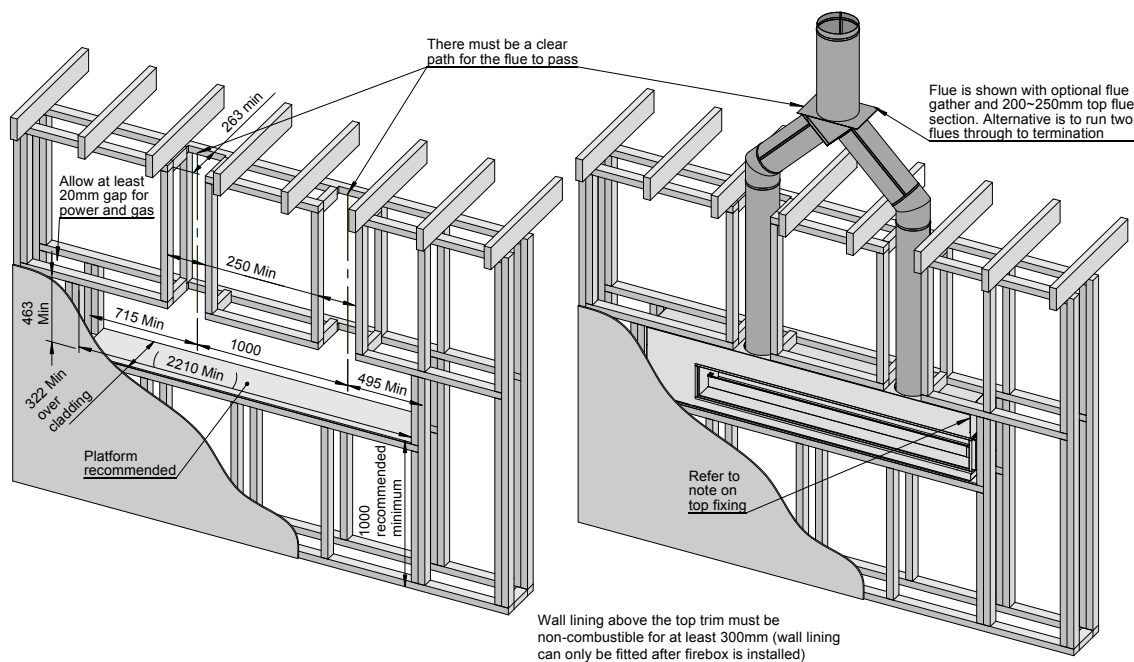
## Fully Open installation



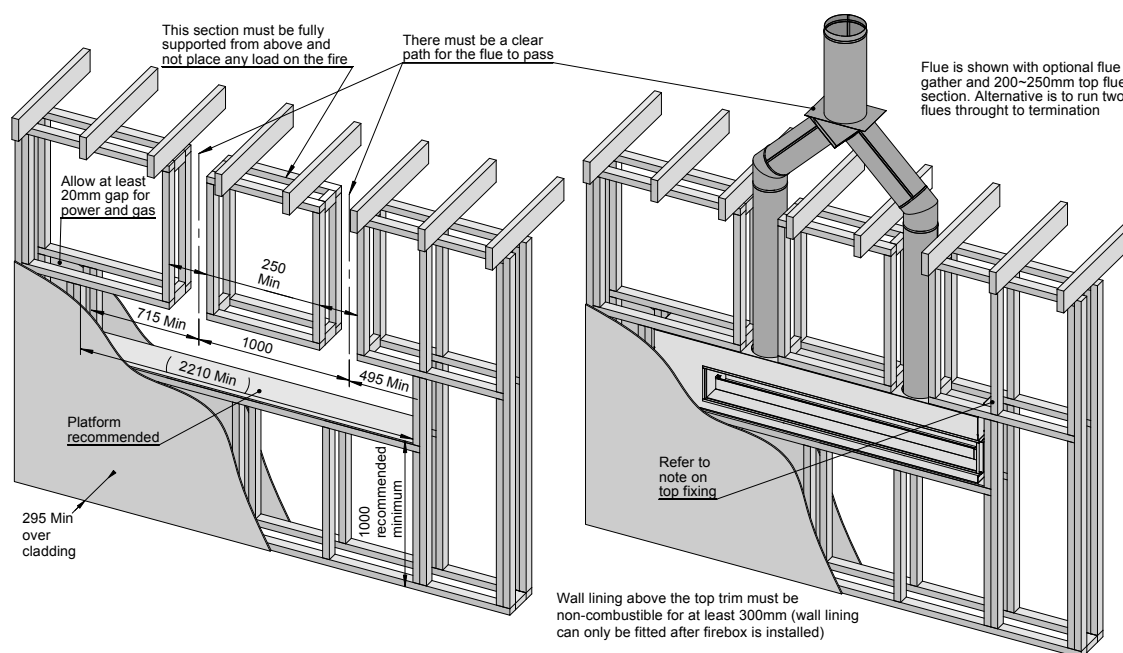
## Corner installation



## Fully Enclosed installation



## Through Wall installation



## Top Fixing

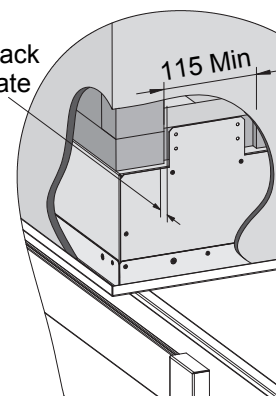
In order to keep the top, unsupported end of the firebox in line with the framing above, a pair of straps have been provided for fixing to the completed framing. In some installations the straps may not be the most suitable solution. If this is the case then use another seismic type strap to hold the firebox fast to the framing. Take care to make sure that the wall cladding will line up with the inside edge of the trim panel.

Shown here is the cutout requirement for the straps to be most effective.

## Seismic Restraint

There are 4 holes in the base of the firebox to hold the fire in place. Make sure that the firebox is correctly aligned with where the wall lining will finish before fixing the firebox in place.

21 from cladding to back of support plate

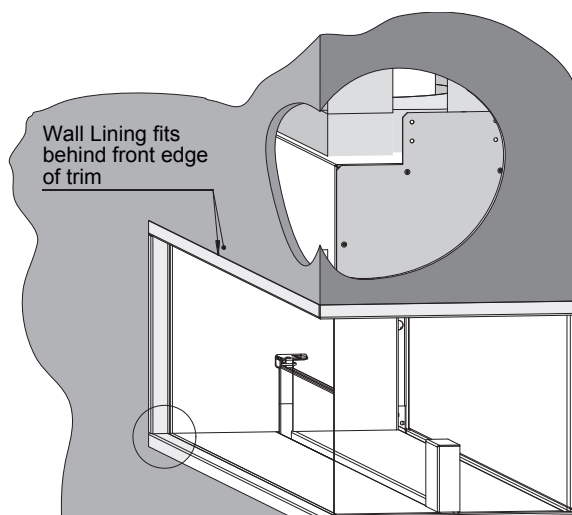
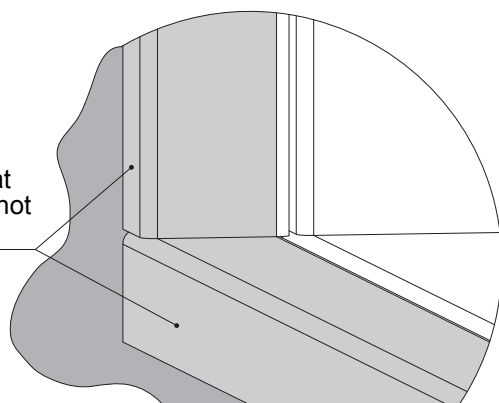




## Wall Lining

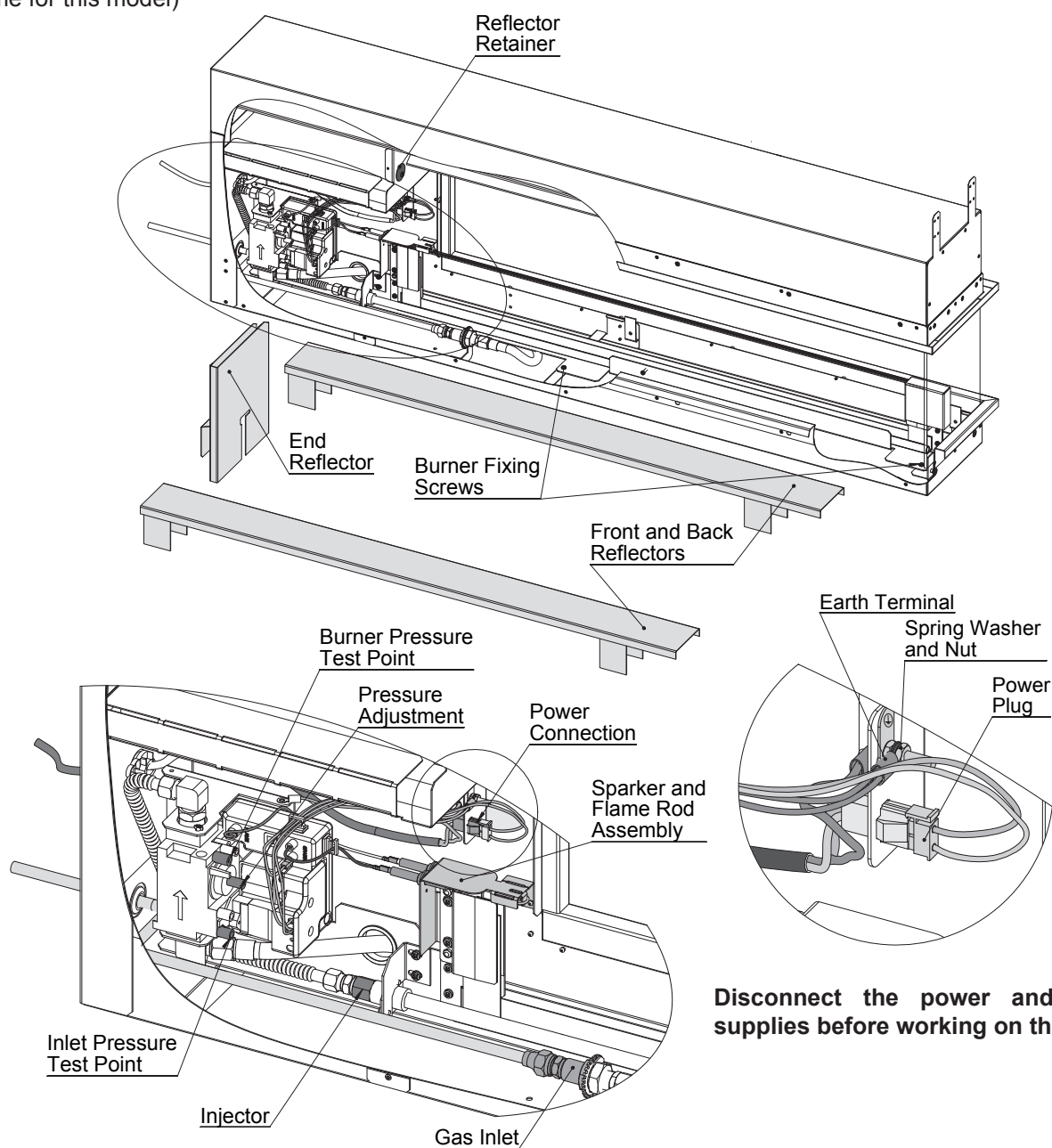
The wall lining above the top trim must be non-combustible for at least 300mm.

It is recommended that the plaster coat does not cover the front trim.



## Commissioning:

Refer to the diagram below for part identification (note that the illusion 1000 is shown for the parts diagram but the parts are the same for this model)



**Disconnect the power and gas supplies before working on the fire**

## Remove reflectors

To gain access to the burner, power, and gas connections, firstly rotate the Reflector Retainer upwards to release the top of the end reflector and remove the reflector.

Remove the right hand end burner cover by carefully lifting straight up.

Slide the front reflector towards the gas control enough to gain purchase on both ends of the reflector and remove it.

Remove the 2 screws holding the burner in place and slide the burner forward to gain access to the rear reflector and remove the reflector.

Push the burner assembly as far back as possible without crushing the gas supply hose or wires etc.

## Remove Burner

If it is necessary to remove the burner assembly then carefully unscrew the flexible braided hose from the gas inlet connection and remove the earth lead from the power bracket and unplug the power connector. Carefully lift the burner out of the cavity.

## Connect Gas

Bend the Gas supply tube as shown on page 5, flare and fit to inlet connection. Check for any crimps or kinks in the braided hose. Reconnect the gas and check for leaks.

## Prepare for testing

Make sure that any protective plastic has been removed from any panels likely to be affected by starting the fire.

## Check Pressures

With the burner connected and pushed to the back of the firebox, connect a manometer to the burner pressure test point.

Connect the power supply and switch the fire on. The spark ignition will start within a few seconds and the burner will ignite. If the burner fails to ignite within about 5 seconds, the spark will stop and the gas will cease to flow. It may take several attempts to get the burner to ignite especially with a new gas installation. Restart the fire by turning the switch off, waiting a couple of seconds, and switching back on.

Adjust the burner pressure by removing the protective cap from the adjusting stem and adjusting the regulator beneath. Check pressure against the data plate.

Turn the fire off and remove the manometer and tighten the test point.

## Reassemble

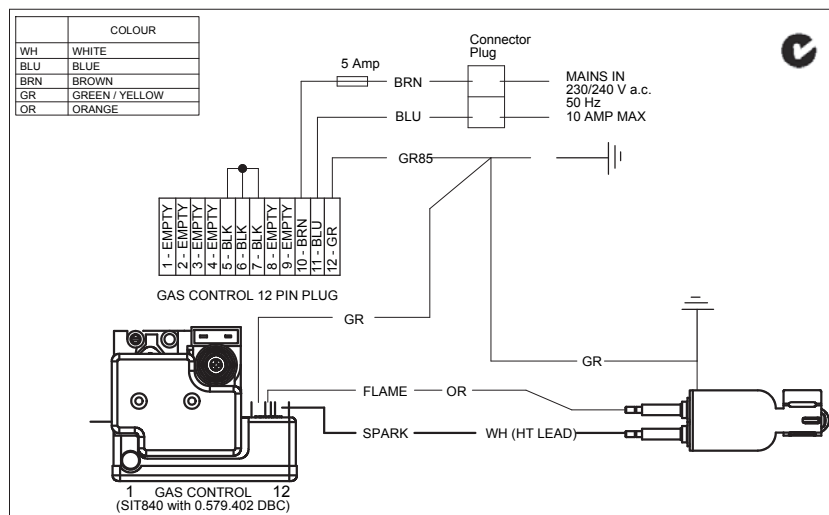
Replace all panels and reflectors previously removed, make sure that the burner is fastened in place and any remaining protective plastic has been removed.

## Final Checks

With all panels in place, check to make sure that the fire is still operating correctly and that the flames are not overly long or streaky and that there is no soot coming from the flame tips. Listen for excessive noise when the fire is igniting or extinguishing.

Be sure to fill in the Installation section of the User Guide and explain the operation of the fire to the owner

## Wiring Diagram



## Trouble Shooting

Problem	Possible Cause	Remedy
Fire does not start (no spark noise)	Mains Power Disconnected	Check mains supply and isolating switch
	Gas Control locked out	Switch Off and On again *
	Faulty Spark Electrode	Check HT lead Check Electrode is not touching the bracket
	Faulty control	Service call
Fire is sparking then stops (no flames)	Air in gas pipe	Purge gas pipes *
	Gas supply turned off/empty	Turn on gas supply or change bottles *
Flame starts but spark keeps going	Faulty flame rod	Check flame rod lead Check flame rod is not touching the bracket
	Wind blowing on burner	Prevent excessive draft on burner
Spark going but flames don't appear to go out	Faulty flame rod	Check flame rod lead Check flame rod is not touching the bracket
	Wind blowing on burner	Prevent excessive draft on burner
Fire goes out	Gas Supply turned off or empty	Check gas supply or change/replace bottles
	Power supply turned off	Check power is on
	Wind blowing on burner	Prevent excessive draft on burner
* If the fire fails to ignite after 3 attempts, turn off the power and gas if possible and arrange a service call or contact the installer if fire is new.		

## Installation Notes

Write any comments on the installation here and leave with the owner for future reference.

## **Contact Details**

Flameboyant.com.au

Regency Fireplace Products Australia Pty Ltd.

21-23 South Link

Dandenong South

Vic 3175

Australia

Phone 1 800 081 978

Fax 03 9799 7822

Email [salesau@regency-fire.com](mailto:salesau@regency-fire.com)



## User Guide and Service Manual

Model

Illusion

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Thank you for choosing to purchase a Real Fires fire for your home.

Our products are proudly New Zealand Inspired and manufactured from the finest materials.

This User Guide is designed to familiarise you with the fire, its features, operation, and care. We know you will get many years of enjoyment from your Real Fires fire.

Congratulations on your purchase.

Warmest regards,  
Ali Fenton  
Company Director

A handwritten signature in black ink, appearing to read 'Ali Fenton'. The signature is stylized with large, flowing loops.

## User Guide and Service Manual

# Flameboyant

By Real Fires

Illusion 1800

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## Important Notes

This appliance has been designed in accordance with AS 4558-2000 and NZS 5262:2003

### **Do not operate this fire without reading and understanding these instructions.**

Please keep these instructions for future reference.

#### **FOR YOUR SAFETY:**

**Do not place articles on or against this appliance.**

**Do not hang clothing or flammable materials on this appliance.**

**Do not use or store flammable material near this appliance.**

**Do not spray aerosols in the vicinity of this appliance.**

**Ensure that children are supervised when near the operating appliance.**

### **WHAT TO DO IF YOU SMELL GAS**

- Do not try to light any appliances
- Do not touch any electrical switches; do not use any phone in your building
- Immediately close the shut-off valve at the gas bottles
- Call a technician

**The Flameboyant Illusion gas fire is designed to bring a warmth and ambiance to your entertainment areas. The electronic controls mean simple, reliable operation wherever it is required.**

**Please take some time to read these instructions and familiarise yourself with its features and operations so that you will get the most out of your fire.**

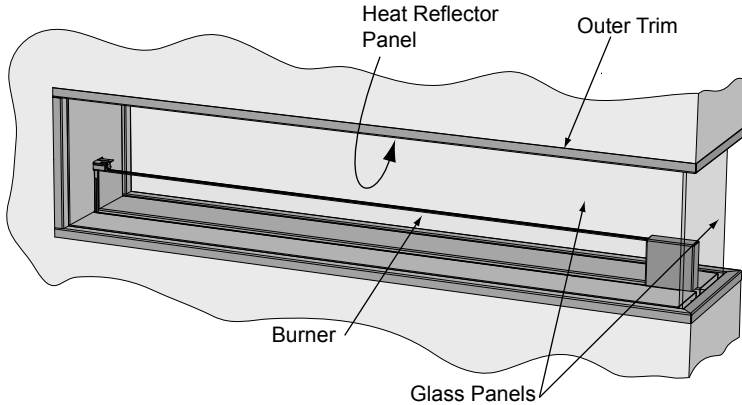


## Specifications

Make	Real Fires
Model	Illusion 1800
Available Gas Types	Natural Gas and LPG
Power Consumption	230/240 V a.c. 50Hz 1 Amp
Control Type	Electronic
Gas Rate	34 MJ/h



## Fire Features



## Operation Instructions

To operate your fire for the first time, ensure that the gas supply is on and that the fire has been tested and certified by the installer.

Your Illusion gas fire should have been installed with a separate isolating wall switch mounted on a nearby wall and may also have a start button connected to a relay\*.

Turn the wall switch to the on position and press the start button (if fitted). Within a few seconds you will hear a sparking sound and gas will start to flow through the burner. Once a flame is established the spark ignition will stop.

If the fire fails to ignite within about 5 seconds, the gas will stop flowing and the gas control will lock out. *This is most likely when the fire has just been installed or has not been used for some time.* Turn the wall switch off and the on again and press the start button and the cycle will start again.

If the fire fails to ignite after 4 attempts then consult the trouble shooting section on page 11 or contact your installer or Real Fires to arrange a service call.

*\* Note: Unless your fire has been installed using a latched relay, it will automatically start if, after a power outage, the power is re-connected and the wall switch is in the on position.*



## Safety

Real Fires are factory tested and the installation should have been tested by the installer. You should not experience any odour from your fire other than an initial burn off smell the first time it is used.

Should any additional odour be noticed, turn off the gas supply and arrange for a gas fitter to make a service call.

Your Real Fire has a flame failure safety system which ensures that in the event of an ignition failure, gas supply failure, or flame being extinguished for any reason, the fire will shut down. The fire will attempt to restart automatically. If the fire fails to re ignite, then the fire will 'lock out' and will need to be reset manually by switching the wall switch off and on again to restart the ignition sequence.

Wait at least 10 seconds before attempting to restart the fire and if the fire fails to ignite after three attempts, then turn off the power and refer to the Troubleshooting section on page 11 or consult a technician.

**Real Fires burn with a real flame and as such there are considerations to be made to ensure the safety of children and the infirm.**

Do not place furniture and other objects within one metre of the fire, do not drape clothes or any other combustible materials in front of the fire.



## Cleaning

Regular cleaning of your Real Fire is important to keep it looking its best and operating at its peak. Some points on cleaning:

- It is important to keep the burner free from debris such as dust, insects and anything else that could cause a blockage. Carefully use a vacuum cleaner to clean the gap between the two glass panels that make up the burner.
- The burner and glass panels can be cleaned using household glass cleaners but apply by cloth rather than by spraying directly onto the burner. ***Do not spray cleaners onto or around the burner as the liquid can get between the glass panels and cause water spotting.***
- The stainless steel reflectors and trims can be cleaned using standard household stainless steel cleaners. Take care not to scratch the steel or spray cleaners onto the burner

## **When to call for Service**

- If soot starts to form on any of the panels (trim or glass).
- If you can smell gas, whether the fire is going or not (there could be a small smell of gas as the fire is going through the ignition sequence but this should stop once the fire has started).
- If there is excessive noise or explosive ignition as the burner lights, this could be due to blocked burner ports.
- If the flames change shape or colour. Under normal operation the flames will be a bright, luminous, yellow colour. If it becomes a dark, streaky, orange colour, or a very blue colour, this could indicate a problem.

## **Warranty Statement**

- Two year warranty on Parts and Labour

## **Conditions of warranty**

Labour warranty includes vehicle travel cost up to 30 km from place of purchase or a Real Fires approved service gas fitter.

The maximum period between servicing is two years before warranty is void.

Warranty does not cover damage caused through incorrect use or direct exposure to marine environments.

The warranty period is taken from the date of commissioning by the installer.

Be sure to fill out the Warranty Information section, page 13, for future reference.

## **Service**

In order for your Real Fire to give years of comfort and enjoyment, Real Fires recommend that your Real Fire is serviced on an annual basis by a licensed technician or gas fitter.

Please refer to the back of this User Guide for contact details for Real Fires.

## Servicing Requirements

A regular service must include:

- Inspect/clean the main burner.
- Check burner pressures.
- Check operation of fire.
- General inspection of the fire.

## Service Instructions

**Servicing is only to be carried out by a certified gas fitter**

Refer to the service diagrams on page 10 for more details.

**Disconnect the power and gas supply to the fire before proceeding with the service.**

Service the main Burner Assembly:

- Rotate the reflector retainer to release the top of the end reflector, rotate the top of the reflector into the firebox and carefully slide off the burner.
- Slide the front towards the gas burner end of the firebox enough to get purchase on the end of it and carefully lift it from the firebox.
- Remove the two burner retaining screws and slide the burner assembly forward enough to give good access to the rear reflector and remove the reflector.
- The burner assembly can now be pushed to the back of the firebox to give better access to the gas control. Remove the sparker and flame rod assembly and check for any damage or soot buildup and rectify as required. If more access to the controls is required then carefully unplug the power connection on the back wall of the control cavity, disconnect the braided hose at the front of the burner cavity (at inlet connection) and carefully remove the complete burner/gas control assembly. (It is a good idea to lay a cloth over the trim panels to avoid scratching them when removing the burner.)
- Inspect all parts of the gas control and inlet hose. Make sure that the braided gas hose is not crimped or showing any signs of wear or deterioration, replace if required.
- Carefully clear the burner by vacuuming between the glass panels and check for any debris that might be blocking the burner ports in the base of the burner. If required, carefully undo the tube connected to the end of the burner and blow through the injector to clear.

- If the glass burner panels appear water stained, a clear lint free cloth wrapped around a piece of thin card can be used between the panels (**DO NOT use anything that could scratch the glass**) avoid using liquid cleaners if possible as this can make any water spotting worse.

Check the burner pressure:

- Make sure that the burner has been fully checked and cleaned and all connections are tight.
- Push the burner assembly to the back of the firebox and attach a manometer to the burner pressure test point and make sure that the manometer tube is well clear of the burner.
- Reconnect the gas and power supply and light the burner (note that the burner can be operated for brief periods while push to the back of the firebox, this allows for safe access to the pressure adjusting screw). Check that the burner has fully lit and is burning consistently along its length. If there are any significant disruptions to the flame, it could indicate a blockage in the burner tube.
- Leak test any connections that have been broken or disrupted in any way.
- Check the burner pressure against the data plate and adjust if necessary.
- Remove the manometer and check that the test point is properly tightened.

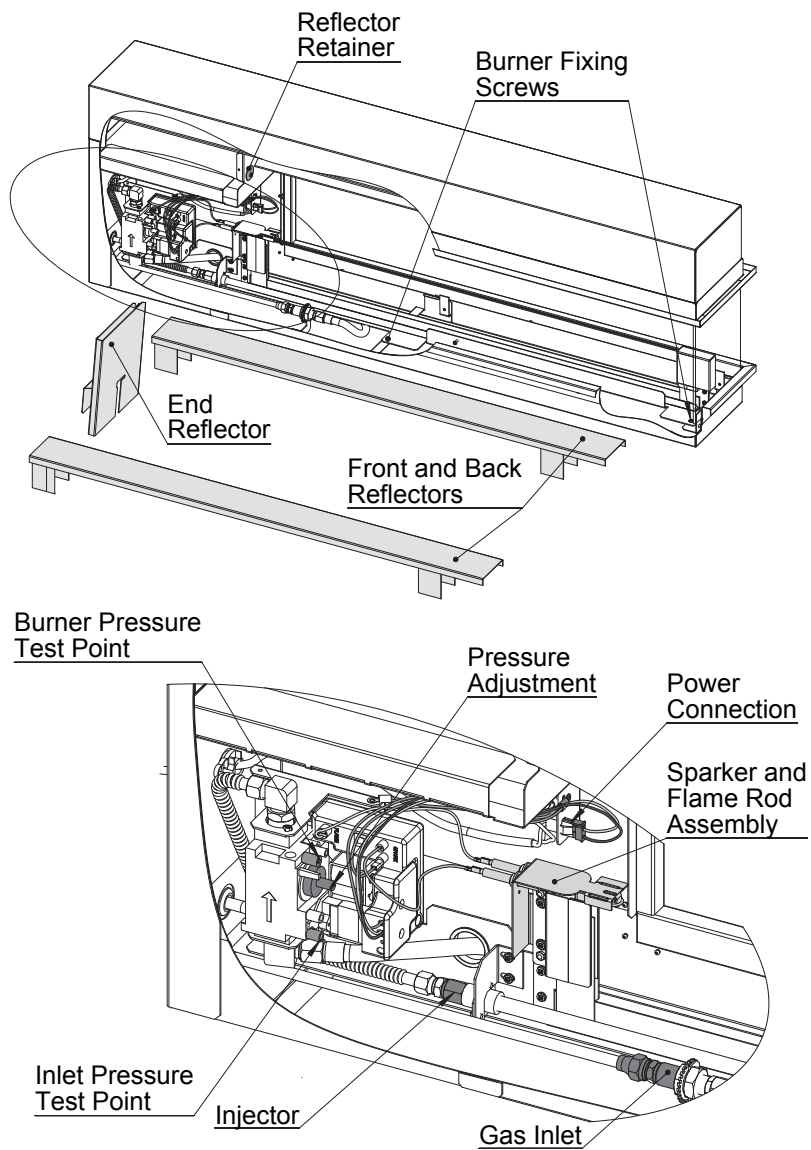
Re-assemble the fire:

- Re-assemble the fire, taking care not to trap or pinch any cables or gas tubes and test for leaks especially if any gas connections have been broken.
- Restart the fire and test for proper operation (ignition, cross lighting, combustion and flame extinguishing) and fill in the appropriate section of this booklet.

## Power Cord Replacement

If the powercord becomes damaged, replace only using a manufacturer supplied part.

## Service Diagram



## Trouble Shooting

If you have any concerns or doubts about trouble shooting your fire, please contact a service technician or Real Fires representative for advice.

Problem	Possible Cause	Remedy
Spark electrode does not fire	Power not connected	Connect power
	Disconnected HT lead	Service call
	Soot buildup on rods	
	Faulty HT Lead Faulty ignition pack	
Electrode sparks but flame does not light	Gas supply turned off/empty	Turn on gas supply or change bottle
	Blocked burner	Clear any obvious obstructions, otherwise, service call
	Faulty Gas Valve	Service call
Burner lights but then goes out	Dirty gas in LPG bottles	Change gas bottles
	Soot buildup on rods	Service call
	Faulty valve	
	Faulty flame rod or lead	
	Faulty gas control or valve	
Burner does not light fully	Obstruction in burner tube or between glass panels	Clear obstructions, otherwise, service call
Abnormal ignition or extinguish noises	Faulty burner or ignition pack	Service call



## Installation Information

Installation Date: \_\_\_\_\_

Installer: \_\_\_\_\_

Registration No: \_\_\_\_\_

Serial No (from data plate): \_\_\_\_\_

Date of Manufacture (from data plate): \_\_\_\_\_

Gas Type: \_\_\_\_\_

Owners Name : \_\_\_\_\_

Installation Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



## Service Record

Serviced by	Registration No	Company	Date
Comments			

Serviced by	Registration No	Company	Date
Comments			

Serviced by	Registration No	Company	Date
Comments			



## Real Fires Warranty Registration

Please fill in details below as requested and return to Real Fires NZ Ltd in order to ensure your Real Fire Warranty is registered.

Owners Name \_\_\_\_\_

Owners Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Installation Address (if different from above) \_\_\_\_\_

\_\_\_\_\_

SEE INSTALLATION CERTIFICATE FOR DETAILS REQUESTED BELOW

Real Fire Model \_\_\_\_\_

Serial Number \_\_\_\_\_

Date of Manufacture \_\_\_\_\_

Date of Installation \_\_\_\_\_

Date of Commissioning \_\_\_\_\_

Installed by \_\_\_\_\_

Fold here, tape and return

Affix  
stamp  
here

Real Fires NZ Limited  
PO Box 100744  
North Shore Mail Centre  
Auckland 0745  
New Zealand

Serviced by	Registration No	Company	Date
Comments			

Serviced by	Registration No	Company	Date
Comments			

Serviced by	Registration No	Company	Date
Comments			

Serviced by	Registration No	Company	Date
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